

Department of Consumer and Regulatory Affairs (CR0)

The mission of the Department of Consumer and Regulatory Affairs is to protect the health, safety, and welfare of District residents through the regulation of business activities, occupational and professional services, land and building use and rental housing condominium conversion.

Agency Director

Lloyd J. Jordan

Proposed Operating Budget (\$ in thousands)

\$28,013

Fast Facts

- | | |
|--|---|
| <ul style="list-style-type: none"> • The proposed FY 2001 operating budget is \$28,012,565, a decrease of \$612,483 from the FY 2000 budget. There are 403 full-time equivalent (FTEs) supported by this budget, an increase of 20 FTEs over FY 2000. • For the proposed FY 2001 operating budget, \$818,000 and 24 FTEs were added to the local budget to support the agency's programs for Neighborhood Stabilization and Nuisance Abatement Program. • In FY 2001, DCRA will realize a cost saving of 3.5 percent or \$649,662 from nonpersonal services in various control centers. • In FY 2001, DCRA will realize a 0.5 percent reduction in its personal services budget for administrative efficiencies. | <ul style="list-style-type: none"> • For the proposed FY 2001 operating budget, DCRA will transfer the responsibilities of the Historic Preservation Review Board along with \$768,081 and 9 FTEs to the Office of Planning within Business Services and Economic Development. Of this transfer, \$464,354 and 7 FTEs are from local funds and \$303,727 and 2 FTEs are from federal funds. • During FY 2001, the agency intends to focus on economic development in targeted areas by offering incentives to businesses and establishing a policy on fee waivers for certain types of business permits. • During FY 2001, the agency intends to increase service delivery to citizens by improving code enforcement and adjudication, response time to complaints, and access to DCRA licensing and permitting services via its internet website. |
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FY 2001 Proposed Budget by Control Center

The basic unit of budgetary and financial control in the District's financial management system is a control center. The Department of Consumer and Regulatory Affairs is comprised of three control centers that serve as the major components of the agency's budget.

FY 2001 Proposed Budget by Control Center

(Dollars in Thousands)

Department of Consumer and Regulatory Affairs

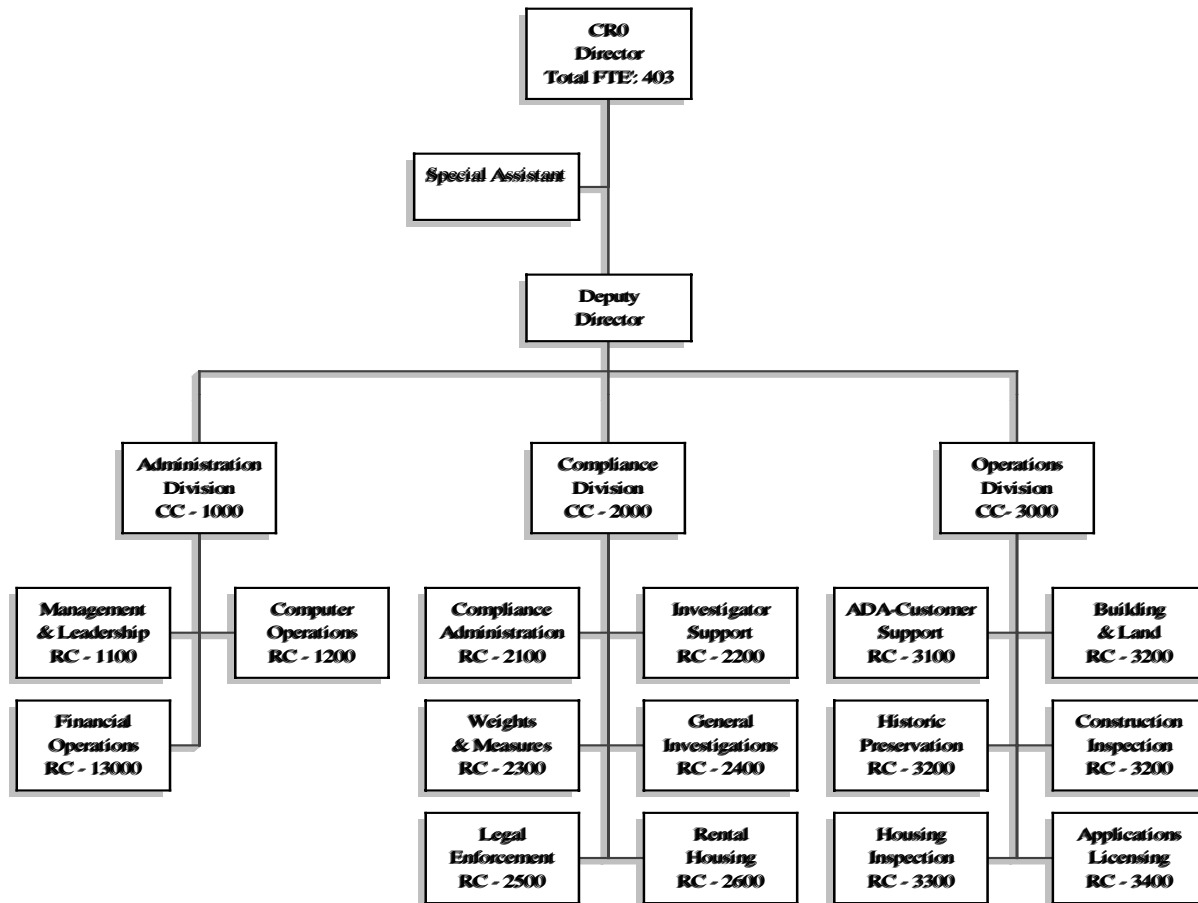
Control Center	Proposed FY 2001 Budget
1000 AGENCY ADMINISTRATION	7,820
2000 COMPLIANCE AND ENFORCEMENT DIVISION	3,462
3000 OPERATIONS	16,731
CR0 Department of Consumer and Regulatory Affairs	28,013

Agency Overview and Organization

The Department of Consumer and Regulatory Affairs has three general areas of responsibilities to ensure District residents enjoy a quality lifestyle and efficient services. The first area is the licensing of professionals and businesses. The second area includes building, housing and land inspection, enforcement and adjudication. The third area involves the enforcement of business regulations, from Solid Waste facilities to Alcohol and Beverage Control, to enforcing the Americans with Disabilities Act. The department plays a critical role ensuring a standard of quality for District businesses, residents and professionals program through three control centers (CC):

- **The Agency Administration/Mission Support Division** implements performance measures, adjudicates violation cases, oversees the information systems development, and provides administrative and financial support for the department.
- **The Compliance and Enforcement Division** regulates and investigates various areas including the field of weights and measures, and in alcohol beverage control. This division also provides legal support for licensing, code enforcement for housing and buildings, and for the many boards and commissions who enforce the regulations and license standards.
- **The Operations Division** operates the Customer Service Center, Business and Professional Licensing, Americans with Disabilities Act Enforcement, Building and Land Administration, and Housing and Neighborhood Stabilization.

Department of Consumer and Regulatory Affairs (CRO)



FY 2001 Proposed Operating Budget

The Department of Consumer and Regulatory Affairs' Operating Budget is composed of two categories: (1) Personal Services (PS), and (2) Nonpersonal Services (NPS).

Within the PS budget category are several object classes of expenditure such as regular pay, other pay, additional gross pay, and fringe benefits. Within the NPS budget category are several object classes of expenditure such as supplies and materials, utilities, communications, rent, other services and charges, contractual services, subsidies and transfers, equipment and equipment rental, and debt service.

Authorized spending levels present the dollars and related full-time equivalents (FTE) by revenue type. The Department of Consumer and Regulatory Affairs is supported by the following revenue types: Local (tax and non-tax revenue not earmarked for a particular purpose); Federal (revenue provided by the federal government to support federally established programs or grants for particular purpose); Private and Other (charitable contributions, fees, fines, etc); and Intra-District (payments for services provided by one District agency to another District agency).

FY 2001 Proposed Operating Budget

(Dollars in Thousands)

Department of Consumer and Regulatory Affairs

Object Class	Actual FY 1999	Approved FY 2000	Proposed FY 2001	Variance
Regular Pay -Cont. Full Time	13,264	15,405	16,260	856
Regular Pay - Other	335	273	305	32
Additional Gross Pay	731	577	577	0
Fringe Benefits	1,987	2,659	2,733	75
Unknown Payroll Postings	0	0	0	0
Subtotal for: Personal Services (PS)	16,317	18,914	19,875	961
Supplies and Materials	593	583	539	-44
Utilities	0	0	0	0
Telephone, Telegraph, Telegram	348	237	327	90
Rentals - Land and Structures	2,388	3,555	2,724	-831
Other Services and Charges	1,315	1,363	1,261	-103
Contractual Services - Other	5,089	3,597	3,087	-510
Subsidies and Transfers	-6	0	0	0
Equipment and Equipment Rental	1,748	377	200	-177
Subtotal for: Nonpersonal Services (NPS)	11,475	9,711	8,137	-1,574
Total Expenditures:	27,793	28,625	28,013	-612

Authorized Spending Levels by Revenue Type:

	FTEs	Dollars	FTEs	Dollars	FTEs	Dollars	FTEs	Dollars
Local	365	22,186	373	25,523	397	25,228	24	-296
Federal	5	1,945	4	392	0	75	-4	-317
Private	0	0	0	0	0	0	0	0
Other	0	2,751	6	1,210	6	1,210	0	0
Intra-District	0	910	0	1,500	0	1,500	0	0
Total:	370	27,793	383	28,625	403	28,013	20	-612

Government of the District of Columbia

Agency Funding Summary

The proposed FY 2001 operating budget *for all funding sources* is \$28,012,565, a decrease of \$612,483 from the FY 2000 budget. There are 403 FTEs supported by this budget, an increase of 20 FTEs over FY 2000. The Department of Consumer and Regulatory Affairs receives 90.1 percent of funding from local, 0.3 percent from federal, 4.3 percent from other, and 5.4 percent from intra-District sources.

In the proposed FY 2001 operating budget, DCRA will transfer the responsibilities of the Historic Preservation Review Board along with \$768,081 and 9 FTEs to the Office of Planning within Business Services and Economic Development. Of this transfer, \$464,354 and 7 FTEs are from local funds and \$303,727 and 2 FTEs are from federal funds. Due to an administrative decision, the agency's local funds personal services budget will be reduced by 0.5 percent or \$127,000.

- **Local.** The proposed *local* budget is \$25,227,516 a decrease of \$295,564 from FY 2000. Of this decrease, \$1,070,284 is an increase in personal services, and \$1,365,848 is a decrease in nonpersonal services. There are 397 FTEs supported by local sources.

The changes in personal services are comprised of:

- \$948,540 is a net increase for full-time employees for the following:
 - (a) \$818,000 is an increase to hire 24 Neighborhood Stabilization Officers
 - (b) \$602,700 is an increase for the 6 percent nonunion pay raise
 - (c) (\$364,845) is a decrease due the transfer of the Historic Preservation Review Board and 7 FTEs to the Office of Planning within Business Services and Economic Development
 - (d) (\$107,315) is a decrease by 0.5 percent for administrative efficiencies
- \$31,520 is an increase for term-full time employees due to increased workload based on various agency initiatives.
- (\$156) is a decrease in overtime
- \$90,380 is a net increase in fringe benefits based on the various salary increases

The changes in nonpersonal services are comprised of:

- (\$10,500) is a decrease in supplies due the transfer of the Historic Preservation Review Board and 7 FTEs to the Office of Planning within Business Services and Economic Development
 - \$90,206 is an increase for the telecommunication cost based on Office of Finance and Resource Management (OFRM) estimates.
 - (\$830,799) is a decrease for rent costs based on Office of Property Management (OPM) estimates
 - \$44,907 is an increase for other services and charges to fund various new initiatives
 - (\$509,662) is a decrease in contractual services for the following reasons:
 - (a) (\$499,662) is a decrease due to the 3.5 percent cost savings initiatives
 - (b) (\$10,000) is a decrease due to the use of in-house employees to complete the agency's initiatives
 - (\$150,000) is a decrease in equipment to due to the 3.5 percent cost savings initiatives
- **Federal.** The proposed *federal* budget is \$75,149, a decrease of \$317,019 from the FY 2000 budget. The decrease is due to the transfer of \$303,727 and 2 FTEs along with the responsibilities of the

Historic Preservation Review Board to the Office of Planning within Business Services and Economic Development. DCRA will also realize a \$13,292 reduction in their grant award.

The changes in personal services are comprised of:

- (\$93,002) is a decrease in full-time employees due to the transfer of the Historic Preservation Review Board and 2 FTEs to the Office of Planning within Business Services and Economic Development
- (\$15,810) is a decrease in fringe benefits due to the transfer of the Historic Preservation Review Board and 2 FTEs to the Office of Planning within Business Services and Economic Development

The changes in nonpersonal services are comprised of:

- (\$33,875) is a decrease in supplies employees due to the transfer of the Historic Preservation Review Board and 2 FTEs to the Office of Planning within Business Services and Economic Development
 - (\$147,676) is a decrease in other services and charges due to the transfer of the Historic Preservation Review Board and 2 FTEs to the Office of Planning within Business Services and Economic Development
 - (\$13,292) is a decrease in equipment due to a reduction in the agency grant award
 - (\$13,364) is a decrease in equipment due to the transfer of the Historic Preservation Review Board and 2 FTEs to the Office of Planning within Business Services and Economic Development
- **Other.** The proposed *other* revenue budget is \$1,209,900, which is an increase of \$100 over the FY 2000 budget. There are 6 FTEs supported by other sources.
 - **Intra-District.** The proposed *intra-District* budget is \$1,500,000, which is the same as FY 2000.

Figure 1

**Of the total
Proposed FY 2001
Operating Budget,
90.1 percent is
Local.**

*Other funds and intra-District
funds are 4.3 and 5.3 percent
respectively of the total budget.*

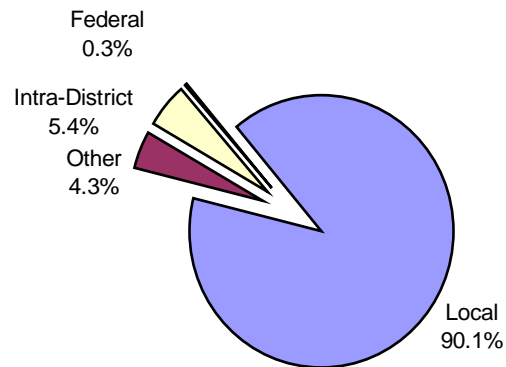
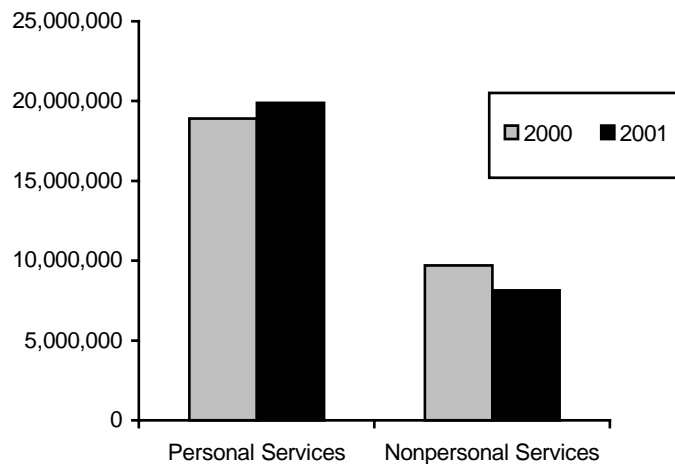


Figure 2

**FY 2001 Proposed
Budget Includes an
Increase for PS and a
Decrease for NPS.**

*Personal Services increased by
5.1 percent, from \$18.9 million
in FY 2000 to \$19.8 million in
FY 2001.*

*Nonpersonal services decreased
by 16.2 percent, from \$9.7
million to \$8.1 million.*



Occupational Classification Codes

Occupational Classification Codes (OCC) are used by federal agencies like the Bureau of Labor and Census Bureau, as a way of classifying workers into eight major occupational categories for the purpose of collecting, calculating, or disseminating data. The Department of Consumer and Regulatory Affairs' workforce is divided among five occupational classification codes.

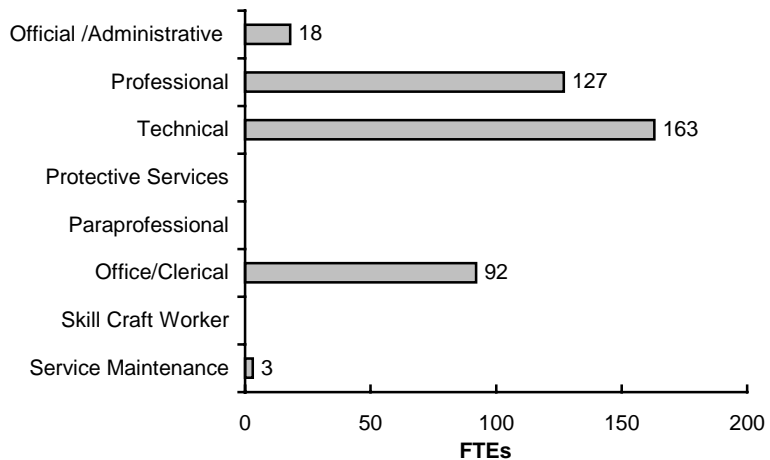
Agency FTEs by Occupational Classification Code

OC Code	FTEs in FY 2001
Official /Administrative	18
Professional	127
Technical	163
Protective Services	0
Paraprofessional	0
Office/Clerical	92
Skill Craft Worker	0
Service Maintenance	3
Total	403

FTE Analysis

Agency FTEs by Occupational Classification Code

The Department of Consumer and Regulatory Affairs is a regulatory agency. Of the total FTEs, 40.4 percent are Technical. Another 31.5 percent are Professional employees and 22.8 percent are office/clerical.



Control Center Summaries

1000 Agency Administration

FY 2001 Proposed Operating Budget

Control Center: 1000

AGENCY ADMINISTRATION

(Dollars in Thousands)

Department of Consumer and Regulatory Affairs

Object Class	Actual FY 1999	Approved FY 2000	Proposed FY 2001	Variance
Regular Pay -Cont. Full Time	2,728	2,972	3,108	136
Regular Pay - Other	97	56	63	6
Additional Gross Pay	183	57	57	0
Fringe Benefits	311	590	606	16
Subtotal for: Personal Services (PS)	3,319	3,675	3,834	158
Supplies and Materials	72	104	104	0
Telephone, Telegraph, Telegram	348	35	327	292
Rentals - Land and Structures	2,388	15	2,724	2,709
Other Services and Charges	409	273	273	0
Contractual Services - Other	2,633	1,206	429	-777
Equipment and Equipment Rental	32	230	130	-100
Subtotal for: Nonpersonal Services (NPS)	5,883	1,862	3,987	2,124
Total Expenditures:	9,202	5,537	7,820	2,283
Authorized Spending Levels by Revenue Type:	Dollars	Dollars	Dollars	Dollars
Local	6,602	5,404	7,687	2,283
Other	2,600	134	134	0
Total:	9,202	5,537	7,820	2,283

1000 Agency Administration

AGENCY ADMINISTRATION (Dollars in Thousands) Department of Consumer and Regulatory Affairs				
Program			Proposed FY 2001 FTEs	Proposed FY 2001 Budget
1100	OFFICE OF THE DIRECTOR		4	549
1200	OFFICE OF MISSION SUPPORT		45	5,946
1300	OFFICE OF THE CHIEF FINANCIAL OFFICER		15	1,325
1000	AGENCY ADMINISTRATION		64	7,820
Total by Revenue Type:				
1000	AGENCY ADMINISTRATION	Local	64	7,687
1000	AGENCY ADMINISTRATION	Other	0	134
1000	AGENCY ADMINISTRATION	Total	64	7,820

Program Overview

The Agency Administration implements performance measures, adjudicates violation cases, oversees the information systems development, and provides administrative support for the department.

Proposed Budget Summary

The proposed FY 2001 budget for Agency Administration totals \$7,820,327, an increase of \$2,282,837 over FY 2000. There are 64 FTEs supported by this control center

- **Local.** The proposed *local* budget is \$7,686,527, an increase of \$2,282,837 over the FY 2000 budget. Of this increase, \$158,440 is in personal services, and \$2,124,397 is in nonpersonal services. There are 64 FTEs supported by local sources.

The changes in personal services are comprised of:

- \$135,871 is an increase for full-time employees for the 6 percent nonunion pay raise
- \$6,472 is an increase for term full-time employees to support various agency initiatives
- \$16,097 is an increase in fringe benefits due to the various increases

The changes in nonpersonal services are comprised of:

- \$292,206 is an increase in telecommunication services based on Office of Finance and Resource Management estimates
- \$2,708,703 is an increase for rent costs based on Office of Finance and Resource Management estimates and a reallocation of rent cost from control center 3000 (Operations)
- (\$776,512) is a decrease in contractual services due to the following:
 - (a) (\$499,662) is a decrease due to the 3.5 percent cost savings initiatives
 - (b) (\$276,850) is a decrease due to a redirection of funds from this control center to control center 3000 (Operations)

Department of Consumer and Regulatory Affairs (CRO)

- (\$100,000) is a decrease in equipment due to the 3.5 percent cost savings initiatives
- **Other.** The proposed *other* budget is \$133,800, which is the same as FY 2000.

2000 Compliance and Enforcement Division

FY 2001 Proposed Operating Budget

Control Center: 2000

COMPLIANCE AND ENFORCEMENT DIVISION

(Dollars in Thousands)

Department of Consumer and Regulatory Affairs

Object Class	Actual FY 1999	Approved FY 2000	Proposed FY 2001	Variance
Regular Pay -Cont. Full Time	1,921	2,596	2,716	120
Regular Pay - Other	96	10	11	1
Additional Gross Pay	138	101	101	0
Fringe Benefits	322	467	479	12
Subtotal for: Personal Services (PS)	2,477	3,173	3,306	133
Supplies and Materials	55	84	84	0
Other Services and Charges	54	71	71	0
Contractual Services - Other	322	10	0	-10
Equipment and Equipment Rental	91	0	0	0
Subtotal for: Nonpersonal Services (NPS)	523	165	155	-10
Total Expenditures:	3,000	3,339	3,462	123
Authorized Spending Levels by Revenue Type:				
	Dollars	Dollars	Dollars	Dollars
Local	2,398	3,339	3,462	123
Federal	559	0	0	0
Intra-District	43	0	0	0
Total:	3,000	3,339	3,462	123

2000 Compliance and Enforcement Division

COMPLIANCE AND ENFORCEMENT DIVISION (Dollars in Thousands) Department of Consumer and Regulatory Affairs				
Program			Proposed FY 2001 FTEs	Proposed FY 2001 Budget
2100	COMPLIANCE ADMINISTRATION		4	277
2200	COMPLIANCE ABC INVESTIGATIONS		15	774
2300	COMPLIANCE WEIGHTS & MEASURES		5	242
2400	COMPLIANCE INVESTIGATIONS		16	864
2500	COMPLIANCE ENFORCEMENT		12	910
2600	RENTAL HOUSING COMMISSION		4	395
2000	COMPLIANCE AND ENFORCEMENT DIVISION		56	3,462
Total by Revenue Type:				
2000	COMPLIANCE AND ENFORCEMENT DIVISION	Local	56	3,462
2000	COMPLIANCE AND ENFORCEMENT DIVISION	Federal	0	0
2000	COMPLIANCE AND ENFORCEMENT DIVISION	Intra-District	0	0
2000	COMPLIANCE AND ENFORCEMENT DIVISION	Total	56	3,462

Program Overview

The Compliance and Enforcement Division regulates and investigates areas in the field of weights and measures, and in alcohol beverage control. This division also provides legal support for licensing, code enforcement for housing and buildings, and for the many boards and commissions who enforce the regulations and license standards.

Proposed Budget Summary

The proposed FY 2001 budget for Compliance totals \$3,461,520, an increase of \$122,974 over the FY 2000 budget. There are 56 FTEs supported by this control center.

- **Local.** The proposed *local* budget is \$3,461,520, an increase of \$122,974 over the FY 2000 budget. Of this increase \$132,974 is an increase in personal services and \$10,000 is a decrease in nonpersonal services. There are 56 FTEs supported by local sources.

The changes in personal services are comprised of:

- \$119,868 is an increase for full-time employees due to the 6 percent nonunion pay raise
- \$1,130 is an increase for term full-time employees due to increase workload based on various initiatives
- \$11,976 is an increase in fringe benefits to support the various increases in personal services

The changes in nonpersonal services are comprised of:

- (\$10,000) is a decrease in contractual services due to increased emphasis on using in-house employees to complete agency initiatives

3000 Operations Division

FY 2001 Proposed Operating Budget

Control Center: 3000

OPERATIONS

(Dollars in Thousands)

Department of Consumer and Regulatory Affairs

Object Class	Actual FY 1999	Approved FY 2000	Proposed FY 2001	Variance
Regular Pay -Cont. Full Time	8,164	9,837	10,436	600
Regular Pay - Other	127	208	231	24
Additional Gross Pay	429	420	419	0
Fringe Benefits	1,375	1,602	1,648	46
Subtotal for: Personal Services (PS)	10,095	12,065	12,735	670
Supplies and Materials	98	395	351	-44
Telephone, Telegraph, Telegram	0	202	0	-202
Rentals - Land and Structures	0	3,540	0	-3,540
Other Services and Charges	206	1,019	916	-103
Contractual Services - Other	908	2,381	2,658	277
Equipment and Equipment Rental	1,357	147	70	-77
Subtotal for: Nonpersonal Services (NPS)	2,568	7,684	3,995	-3,688
Total Expenditures:	12,663	19,749	16,731	-3,018
Authorized Spending Levels by Revenue Type:				
	Dollars	Dollars	Dollars	Dollars
Local	11,542	16,781	14,079	-2,701
Federal	196	392	75	-317
Other	69	1,076	1,076	0
Intra-District	857	1,500	1,500	0
Total:	12,663	19,749	16,731	-3,018

3000 Operations

OPERATIONS (Dollars in Thousands)				
Department of Consumer and Regulatory Affairs				
Program			Proposed FY 2001 FTEs	Proposed FY 2001 Budget
3100	OPERATIONS ADMINISTRATIVE		15	1,003
3200	OPERATIONS BLRA		98	5,503
3300	OPERATIONS NEIGHBORHOOD STABILIZATION		103	6,403
3400	OPERATIONS LICENSING		67	3,822
3000	OPERATIONS		283	16,731
Total by Revenue Type:				
3000	OPERATIONS	Local	277	14,079
3000	OPERATIONS	Federal	0	75
3000	OPERATIONS	Other	6	1,076
3000	OPERATIONS	Intra-District	0	1,500
3000	OPERATIONS	Total	283	16,731

Program Overview

The Operations Division operates the Customer Service Center, Business and Professional Licensing, Americans with Disabilities Act Enforcement, Building and Land Administration, and Housing and Neighborhood Stabilization.

Proposed Budget Summary

The proposed FY 2001 budget for Operations totals \$16,730,718, a net decrease of \$3,018,294 from the FY 2000 budget. Of the decrease, \$2,701,375 is a decrease in local sources and \$317,019 is a decrease in federal sources. There are 283 FTEs supported by this control center.

In the proposed FY 2001 operating budget, the Historic Preservation Review Board along with 9 FTEs and \$768,081 were transferred to the Office of Planning within Business Services and Economic Development. Of this transfer, \$464,354 and 7 FTEs are from local funds, and \$303,727 and 2 FTEs are from federal funds. Due to an administrative decision, the agency's local funds will be reduced by 0.5 percent or \$127,000.

- **Local.** The proposed *local* budget is \$14,079,469, a decrease of \$2,701,375 from the FY 2000 budget. Of the total decrease, \$778,870 is an increase in personal services, and \$3,480,245 is a decrease in nonpersonal services. There are 277 FTEs supported by local sources.

The changes in personal services are comprised of:

- \$692,801 is an increase for full-time employees for the following:
- \$818,000 is an increase to hire 24 Neighborhood Stabilization Officers
- \$346,961 is an increase for the 6 percent nonunion pay raise

- (\$364,845) is a decrease due to the transfer of the Historic Preservation Review Board and 7 FTEs to the Office of Planning within Business Services and Economic Development
- (\$107,315) is a decrease by 0.5 percent for administrative efficiencies
- \$23,918 is an increase in term full-time employees due to increase workload based on various initiatives
- (\$156) is a decrease in overtime
- \$62,307 is the net increase in fringe benefits based on the various increases and decreases in personal services

The changes in nonpersonal services are comprised of:

- (\$10,500) is a decrease in supplies due to the transfer of the Historic Preservation Review Board and 7 FTEs to the Office of Planning within Business Services and Economic Development
 - (\$202,000) is a decrease in telephones based on Office of Finance and Resource Management (OFRM) estimates
 - (\$3,539,502) is a decrease in rent based on Office of Finance and Resource Management estimates and a reallocation to control center 1000 (Agency Administration)
 - \$44,907 is an increase in other services and charges due to various new agency initiatives
 - \$276,850 is an increase in contractual services due to a redirection of funds from control center 1000 (Agency Administration) to this control center due to increase initiative to support the Nuisance Abatement program
 - (\$50,000) is a decrease in equipment due to the 3.5 percent cost savings initiatives
- **Federal.** The proposed *federal* budget is \$75,149, a decrease of \$317,019 from the FY 2000 budget. The decrease is due to the transfer of \$303,727 and 2 FTEs along with the responsibilities of the Historic Preservation Review Board to the Office of Planning within Business Services and Economic Development. DCRA will also realize a \$13,292 reduction in their grant award.

The changes in personal services are comprised of:

- (\$93,002) is a decrease in full-time employees due to the transfer of the Historic Preservation Review Board and 2 FTEs to the Office of Planning within Business Services and Economic Development
- (\$15,810) is a decrease in fringe benefits due to the transfer of the Historic Preservation Review Board and 2 FTEs to the Office of Planning within Business Services and Economic Development

The changes in nonpersonal services are comprised of:

- (\$33,875) is a decrease in supplies employees due to the transfer of the Historic Preservation Review Board and 2 FTEs to the Office of Planning within Business Services and Economic Development
- (\$147,676) is a decrease in other services and charges due to the transfer of the Historic Preservation Review Board and 2 FTEs to the Office of Planning within Business Services and Economic Development
- (\$13,292) is a decrease in equipment due to a reduction in the agency grant award
- (\$13,364) is a decrease in equipment due to the transfer of the Historic Preservation Review Board and 2 FTEs to the Office of Planning within Business Services and Economic Development

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- **Other.** The proposed *other* budget is \$1,076,100, which is an increase of \$100 over the FY 2000 budget. There are 6 FTEs supported by other sources.
- **Intra-District.** The proposed *intra-District* budget is \$1,500,000, which is the same as the FY 2000 budget.

Performance Goals and Targets

The performance goals and targets below are extracted from the Department of Consumer and Regulatory Affairs Director's performance contract with the Mayor.

GOAL

Enhance the Building Permit Process: Develop and implement a regulatory permit issuance system that will provide an efficient and effective system for issuing building and occupancy permits.

MANAGER: Administrator, Building & Land

SUPERVISOR: Lloyd Jordan, Director, Department of Consumer and Regulatory Affairs

PERFORMANCE MEASURES	TARGET	
	FY00	FY01
Non-complex Building Permit Processing Time (% in 24 hours)	90%	95%
Complex Building Processing Time (% in 30 days)	95%	97%
Interior Demolition Permit Processing Time (% in 1 day)	90%	90%
Electrical Permit Processing Time (% in 48 hours)	90%	90%

GOAL

Revitalize Street Vending: Create a professionally managed program that would regulate and improve the operation, appearance and quality of concessions in the vending program in the District of Columbia.

MANAGER: Administrator, Business Regulations

SUPERVISOR: Lloyd Jordan, Director, Department of Consumer and Regulatory Affairs

PERFORMANCE MEASURES	TARGET	
	FY00	FY01
Outsource management of street vending program	20%	40%

GOAL

Transform Professional Licensure Processes: Develop standards to streamline and enhance the issuance of professional licenses. Having established standards, restructure operations to meet the standards

MANAGER: Administrator, Business Regulations

SUPERVISOR: Lloyd Jordan, Director, Department of Consumer and Regulatory Affairs

PERFORMANCE MEASURES	TARGET	
	FY00	FY01
Processing time to renew occupational and professional licenses	75% in 4 days	80% in 4 days

Department of Consumer and Regulatory Affairs (CRO)

GOAL

Strengthen ABC Investigations: Increase enforcement of drinking age laws by authorizing ABC investigators to obtain customer and employee identification and question employees of licensed or unlicensed establishments

MANAGER: Deputy Director, Compliance

SUPERVISOR: Lloyd Jordan, Director, Department of Consumer and Regulatory Affairs

PERFORMANCE MEASURES	TARGET	
	FY00	FY01
Increase in the number of citations for a variety of ABC violations including sales to minors, operating after hours, violating noise ordinances, etc.	30%	50%

GOAL

Create Comprehensive Regulatory Inspectors: Streamline inspections processes, eliminate duplicative and sequential inspections, and allow DCRA to redirect staff and financial resources to increased regulatory monitoring.

MANAGER: Deputy Director, Operations

SUPERVISOR: Lloyd Jordan, Director, Department of Consumer and Regulatory Affairs

PERFORMANCE MEASURES	TARGET	
	FY00	FY01
Response time to complaints of sub-standard housing (FY99-01 Percent within 3-5 days)	85%	85%
Inspections per day per inspector	8	TBD

GOAL

Nuisance Properties: Identify troubled housing units as candidates for nuisance property abatement.

MANAGER: SPECIFY MANAGER

SUPERVISOR: Lloyd Jordan, Director, Department of Consumer and Regulatory Affairs

PERFORMANCE MEASURES	TARGET	
	FY00	FY01
Nuisance properties cleaned and abated	500	1,000
Implement the Nuisance Properties database	50%	100%
Maintain vacant property tracking system	100%	100%